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Applicant: Frederic P. Messinger and Bruce E. Nevin

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For: Method and Apparatus for Software Technical Support and Training

CERTIFICATE OF MAILING	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450	
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TRANSMITTAL OF REPLACEMENT DRAWINGS

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Sir:

Transmitted herewith are replacement drawings consisting of 16 sheets, figures 1-2, 3A, 3B, 4-5, 6A, 6B, 7A, 7B, 8-12, 13A, 13B, and 13C, for filing in the subject patent application.

These replacement drawings are transmitted herewith in reply to the Notice of Allowability mailed from the U.S. Patent and Trademark Office on August 29, 2005.

Respectfully submitted,  
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